



THE CITY OF SAN DIEGO

**FPB POLICY
G-08-3**

GUARANTEED SECOND OPINION PROCEDURES

I. PURPOSE

This policy provides guidelines to the public for obtaining a Guaranteed Second Opinion (GSO) on decisions made by fire prevention personnel.

II. SCOPE

This policy will outline procedures for the public on obtaining a GSO for any issue related to the fire prevention bureau. The GSO includes chain of command.

III. PROCEDURES

When a customer needs clarification or interpretation from a source other than the assigned personnel a GSO can be requested. The request can be for any problem, conflict, confusion or code interpretation that is the responsibility of the fire prevention bureau (FPB). These responsibilities include, but aren't limited to, the following areas:

- Annual fire inspections
- New construction plan review and inspections.
- Hazardous material tanks and systems plan check and inspection.
- Request for information.

The procedure for obtaining the GSO is as follows:

1. Either in person or by telephone request to speak with the supervisor of the person you are dealing.
2. If the supervisor is not available or you are not satisfied with the answer you were given, request to talk the appropriate Assistant Fire Marshal.
3. If you still are not satisfied with the answer you can request an appointment with the Fire Marshal.

Fire Prevention Bureau

Fire-Rescue Department • 1010 Second Avenue, Suite 300 • San Diego, CA 92101-4903
Tel (619) 533-4400 Fax 544-6806

The request for a GSO can also be made in writing. Obtain the name of the individual you wish to communicate with by calling the Fire-Rescue Department receptionist at 619-533-4300. Send the written request to our office at:

San Diego Fire Rescue Department
Fire Prevention Bureau
Attn: Name Here
1010 2nd Ave, 3rd Floor
San Diego, CA 92101

Promulgated by: _____

Date: _____

Rev. 11/19/08